



Rohit Kumar <oooooooo.koo@gmail.com>

Your Amazon.in Inquiry

2 messages

Amazon.in <cs-reply@amazon.in>

Sat, Aug 22, 2015 at 12:24 AM

Reply-To: "cs-reply+A3INTY40KHGX7@amazon.in" <cs-reply+A3INTY40KHGX7@amazon.in>

To: Rohit Kumar <oooooooo.koo@gmail.com>



[Your Account](#) | [Amazon.in](#)

Message From Customer Service

Hello,

I'm sorry about that amount has been debited from your account. Please accept our sincere apologies in this regard.

Don't worry, I will take responsibility for this issue, I've forwarded your information to our billing department for further research. We'll write back to you as soon as we have more information.

Our billing team will be write to you within 24-48 hours.

All transactions are made on our secure server at Amazon.in. Our secure server software (SSL) is the industry standard and among the best software available today for secure commerce transactions. It encrypts all of your personal information—including credit or debit card number, name and address—so it can't be read as the information travels over the internet. All of our credit and debit card information is stored on a secure, dedicated database.

For quickest resolution I would request you to please mention the "charge dispute" to the bank service agent.

I hope you understand that we have refunded you the money but it might be stuck with the bank and that is the reason the bank is unable to track it. But believe me if you use the word charge dispute to the bank service agent they will file charge dispute to your transactions and it will not take not ore than 48 hours to get the amount credited to your account.

This is our duty and responsibilities to take care of our customer interest and money as well. Rest assured that your money is safe with us and you would surely get the refund as earliest possible. I hope, I have been able to take care of your concern.

I'm truly sorry for all the inconvenience we have caused you. Please reset assured we are always here to do make things easier for you and prevent you from bearing any loss.

We appreciate your patience and understanding in this regard.

We hope to see you again soon.

Warmest regards,
Sathish.T

Did I solve your problem??

To contact us about an unrelated issue, please visit the Help section of our website:

<http://www.amazon.in/help>

Your feedback is helping us build Earth's Most Customer-Centric Company.

Download Amazon App and shop anytime, anywhere www.amazon.in/apps

Amazon.in

Original Message

Hi,

I am writing to inquire about the status of my complaint regarding fraudulent transaction done through my father in law's debit card.

The incident happened on August 10, 2015 and was reported same day to Amazon, within 3 hours of the incident.

As asked, I furnished all the required documents, like FIR Copy, Bank Statements Copy and Bank Letter (declaring the transactions as unauthorized).

It has been 10 days, since reporting, and I am skeptical about the resolution. Last reply from Amazon was 8 days ago.

Kindly revert on the current status of the issue and and refund process.

Regards,

-----Rohit Kumar,

+91-9960□□□□9

On Thu, Aug 13, 2015 at 8:28 PM, Amazon.in <cs-reply@amazon.in> wrote:

> [image: Amazon]

> <https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=A1QSCUG00VVD51&R=2T7ZEJNTWHMJN&T=C&U=http%3A%2F%2Fwww.amazon.in%2Fref%3Dpe_732761_40986351_gno_logo&A=3LUBWWXFMA2T1MQKB0C8QGS55GYA&H=1KOZLRQ7LHTXUBYBWB3MVQGRKA&ref_=pe_732761_40986351_gno_logo> Your

> Account